

GALERIE ÉCLECTIQUE STORE POLICIES

Customer Satisfaction Is Paramount.

Please take a moment to read the Galerie Éclectique Store policies.

Acknowledgement and Acceptance of Galerie Éclectique Store Policies

The policies of the Galerie Éclectique Store comprise the entire agreement between you and Galerie Éclectique, and supersede all prior agreements between you and Galerie Éclectique regarding the subject matter contained herein. **BY ORDERING PRODUCTS, YOU AGREE TO BE BOUND BY ALL OF THE TERMS OF THE POLICIES HEREIN.**

Modifications to Policies

Galerie Éclectique may change its policies at any time, and without actual notice to you. All such changes to these policies will be posted on the Galerie Éclectique website. By using the Galerie Éclectique Store after any changes are posted, you agree to be bound by those changes. If at any time you choose not to accept these policies or any modifications to these policies, you must stop using the Galerie Éclectique Store. Continued use of the Galerie Éclectique Store, shall constitute your acceptance of the then current version of these policies.

Rights and Usage

Violations will result, in the applicable legal action.

- **Galerie Éclectique Website:**

Unless otherwise noted, images and other content are Copyright © Ajia Ligon. All rights reserved. Any use of copyrighted material, including the reproduction, modification, distribution or replication of same, without the prior written permission of the owner of the Copyright, is strictly prohibited.

- **Purchased Works:**

Unless explicitly assigned in writing, the buyer does have the right to use purchased works commercially, without the artist's permission. This includes, but is not limited to making copies/prints/reproductions for sale, creating digital images for licensing, or uploading images to POD (Print On Demand) services.

Store Credit

To clarify, the term *Store Credit*, refers to a Galerie Éclectique gift card.

Gift Cards

Gift cards will be delivered electronically. Once a gift card is purchased, you will receive an email confirmation of the purchase. The gift card will be issued on the date requested, and will appear in the recipient's inbox.

- Gift cards have no expiration date.
- Gift cards must be used in the currency stated on them (e.g. - the currency the gift card was purchased in).
- Gift cards have no fees, and can be used on products available on galerieeclectique.com.
 - Exclusions may apply.
- Gift cards are not redeemable for cash, and accrue no interest.
- Gift cards cannot be exchanged, or redeemed for additional gift cards.
- Gift cards are non-refundable.
- Gift cards are not reloadable.

Original Piece

Items designated as an *Original Piece* are uniquely designed/crafted.

- Reproductions of these pieces may be created.
- The masters used in creating these items (i.e. – original sketches), may be used for other purposes, such as licensing.

Limited Edition

Items designated as a *Limited Edition*, have only a limited number of productions made, and/or will only be available for a specific amount of time.

- The masters used in creating these items (i.e. – original sketches), may be used for other purposes, such as licensing.

Ordering, Processing and Shipping

Depending upon the method of shipping you choose for your order, receipt of your order can take approx. 7 - 10 business days. This allows for both processing, and shipping times.

- **Ordering:**

Orders can be placed electronically (i.e. - online, via email, etc.), in-person, or by phone.

- **Processing:**

Business hours are 8a.m. – 5p.m., Mon. – Fri., Central Time. Orders placed during normal business hours, will be reviewed for processing, the same day they are received. Orders placed outside of normal business hours, will be reviewed for processing, on the next business day. Once your order has been processed, a confirmation will be sent, to the provided email address.

- **Direct From The Artist Shipping:**

Shipping is available within the contiguous United States, excluding Hawaii, Alaska, and APO/FPO/DPO addresses. Once your order has been shipped, you will receive an email confirmation, with your tracking information.

- **Fees:**

- Shipping fees are calculated during the checkout process. Large/Heavy items, may incur a handling fee.

- **Delivery Speed:**

- **Standard:** Order arrives within 3 - 5 business days of being shipped.
- **Express:** Order arrives within approx. 2 business days of being shipped.
- **Next-Day:** Order arrives within 1 business day of being shipped.

- **Third-Party Shipping:**

Unless otherwise noted, orders for *Photo Prints* are fulfilled by a third-party vendor. Once your order has been processed, it will be sent for final fulfillment.

Shipping is available within the contiguous United States, excluding Hawaii, Alaska, and APO/FPO/DPO addresses. Once your order has been shipped, you will receive an email confirmation, with your tracking information.

- **Fees:**

- Standard Flat Rate - \$10.00: Order arrives within 5 – 7 business days of being shipped.
 - Express and Next-Day shipping are not available.
 - Orders of \$35 (excluding tax) or more receive free shipping.

- **Combined Orders**

Orders containing items fulfilled by the artist, and items fulfilled by a third-party vendor, will be shipped separately.

- Shipping fees will be assessed separately.

- If the threshold for free shipping is met on the third-party items, shipping fees will only be assessed for the remaining items, being shipped from the artist.
- If a desired shipping option is not available for all items, a separate order will need to be placed, for the affected item(s).

- **Lost Packages:**

Please be advised, once your order has shipped, it then becomes the responsibility of the carrier. If you believe that your order has been lost/stolen, please contact the carrier immediately.

- Refund requests for a lost/stolen order, should be submitted using the Galerie Éclectique **Contact** form, with ***Lost Package*** as the **Subject** line.

- It is at the discretion of Galerie Éclectique to approve a refund, for a lost/stolen order.

- Refunds for items fulfilled by the artist, will be issued as a store credit.
- Items fulfilled by a third-party, will receive a replacement item.
 - If the item is out of stock, a refund will be issued, in the original form of payment.

Order Cancellations:

Direct From The Artist:

- An order can be cancelled for a full refund, if the order has not been processed.
 - Refunds will be issued as a store credit, or in the original form of payment.
 - If the order has been processed, but has not shipped, a 10% cancellation/restocking may be assessed.
- An order cannot be cancelled, once it has shipped.

Third-Party Fulfillment:

- An order can be cancelled for a full refund, if the order has not been processed.
 - Refunds will be issued in the original form of payment.
- An order cannot be cancelled, once it has been processed.
- An order cannot be cancelled, once it has shipped.

Refunds and Exchanges

You will be provided ample opportunity to review, revise, and/or cancel your order, before it is submitted. By submitting your order, you agree that there are no further additions, corrections, or changes needed; your order is correct as-is.

Direct From The Artist Limitations:

Unless otherwise noted, merchandise can be returned for a store credit only, or replacement. It is at the discretion of Galerie Éclectique, to approve return requests.

- If a return request is due to buyer's remorse, or for any error on the part of the customer (i.e. – the incorrect item was ordered, etc.), the request may be denied.
 - If the request is approved:
 - Any applicable fees will be deducted from the refund.
 - Return shipping charges, will be the responsibility of the customer.
 - A 10% restocking fee may be assessed.
 - The returned item(s) must be received undamaged, and in resalable condition.
 - Once the item is received, a store credit will be issued.

- If the item is not received undamaged, and in resalable condition, the customer will incur the cost of the item; a refund will not be issued.
- If a return request is due to an error on the part of the Galerie Éclectique Store (i.e. – a damaged product, the incorrect product being shipped, etc.), the item(s) can be returned free of charge.
 - The returned item(s) must be received undamaged, and in resalable condition.
 - If the item is not received undamaged, and in resalable condition, the customer will incur the cost of the returned item. A refund/replacement will not be issued/sent.
 - Applies only to return requests, which are not due to the customer having received a damaged item.
 - Once the item is received, a replacement item will be sent, or a refund will be issued.
 - Refunds will be issued as a store credit.

- **Third-Party Vendor Limitations:**

Unless otherwise noted, merchandise can be returned for a refund, or a replacement. It is at the discretion of Galerie Éclectique, to submit requests to the vendor, for approval.

- If a return request is due to buyer's remorse, or for any error on the part of the customer (i.e. – the incorrect item was ordered, etc.), the request will not be submitted to the vendor, as it will not be approved.
- If a return request is due to an error on the part of the Galerie Éclectique Store (i.e. – a damaged product, the incorrect product being shipped, etc.), the item(s) can be returned free of charge.
 - The returned item(s) must be received undamaged, and in resalable condition.
 - If the item is not received undamaged, and in resalable condition, the customer will incur the cost of the returned item. A refund/replacement will not be issued/sent.
 - Applies only to return requests, which are not due to the customer having received a damaged item.
 - Once the item is received, a replacement item will be sent, or a refund will be issued.
 - Refunds will be issued in the original form of payment.

- **Submitting A Return Request:**

Return requests, should be submitted using the Galerie Éclectique **Contact** form, with ***Merchandise Returns*** as the **Subject** line.

- **Direct From The Artist:**

- Requests must be submitted within 7 calendar days, of receipt of the product(s).
 - Once a request has been reviewed, you will receive an email, indicating its approval or denial.

- **Third-Party Fulfillment:**

- Requests must be submitted within 7 calendar days, of receipt of the product(s).
 - Once a request has been received, you will receive email confirmation, that it was submitted to the vendor.
 - Once the request is reviewed, you will receive an email, indicating its approval or denial.

- **Custom Orders/Commissions:**

The fulfillment of custom orders/commissions, is dictated solely by the terms of the contract between Galerie Éclectique, and the client/customer.